

6. Designing Systems that Meet Citizens Expectations of E-Government

What are Citizen Expectation for E-Government: Office of Intergovernmental Solutions Report – John Clark (john.clark@gsa.com)

“OIS: Building a Community of Intergovernmental Managers to Promote Seamless Government Service”

The mission of the Office of Intergovernmental Solutions (OIS) is to ensure that federal, state, and local governments work collaboratively to provide services to citizens, businesses, and other governments, to develop tools to accomplish this, and to save governments resources by sharing lessons learned. To accomplish this, the Office has developed and promoted governmental directories (IT Worldwide, State Grant Management, Multilateral Institutions), set up the OIS Gateway (<http://gsa.gov/intergov>), a resource web site for government agencies, established an Intergovernmental Advisory Board (Council for IT in government administration, Government On Line Network and a partnership for innovation).

The purpose of the Intergovernmental Advisory Board (IAB) convene 9 CIOs from federal and state agencies to promote collaboration, identify key intergovernmental issues managers need to understand, and educate managers. The IAB meets 4 times a year where it analyzes a different topic every 9 months and has published 6 reports championing “Government without Boundaries.”



A 2000 report addressed citizen expectations for electronic services as did the Council for Excellence in Government's Hart-Teeter study done in 2001. The Hart-Teeter study revealed that citizens thought the benefits of e-government were to make government more accountable, enhance homeland security, and provide greater access to government information. Current studies show that 67% of adults have Internet access while 76% have visited web sites. The study showed that 79% believe e-government investment should be a priority, but 62% wanted development to proceed cautiously because of privacy and security issues. Similar findings are seen in the OIS Citizen Expectation Report, which documented 19 case studies (11 state and local, 4 federal, and 3 foreign national governments). The findings included the following:

- Citizens want choices for service delivery: In-person, Telephone, Internet, Kiosk, Interactive TV
- Citizens want online access to government information and services
- Citizens are concerned by privacy and security

The Loudoun County, Virginia showed information sources as 83% Internet access, 92% newspaper subscriptions, 53% park/recreation brochures, 16% county web site. Citizens wanted to receive information by county letter mailed to them (66%), by Internet (45%), and by

cable TV (35%).

A recent Texas survey showed 60% Internet access with privacy a major concern. A majority of citizens wanted e-Gov to hold government to a higher standard, use opt-in standard for data collection, and eliminate selling of personal information. The on-line services citizens were most likely use were voter registration, vehicle registration, ticket/fine payments, licenses (hunt/fish, drive), info on public safety and environment, and enrolling for education. Citizens indicated they were least likely to apply for welfare, health, or social services electronically.

A February 2000 Utah survey reported: 68% Internet access at home, 80% Internet access at work, most people without expected to have it within a year. The purpose for use of the Internet was 82% to research or obtain information, 74% E-mail, 36% business/government transactions. The most support for electronic services were in the areas of licenses and permits, voter/driving registrations, and filing and paying taxes.

The United Kingdom used a Peoples' Panel which revealed citizens want multiple delivery with telephone most preferred and extended on-site hours. The higher priorities for on-line services were taxes, passports, and enrolling in education.

These reports indicate that citizens' expectations for e-government include choices for service delivery (in person, telephone, mail, electronic), high use of Internet does not mean Internet is the top priority for government expenditure, and inquisitive services (such as welfare, insurance) are not a priority for electronic services while taxes, registration, are licenses/permits are a priority. Citizens have concerns about privacy and want e-gov held to higher standards than e-commerce. Citizens generally oppose convenience fees.

[Citizens Expectations for Electronic Government,
http://policyworks.gov/intergov,under\"Publications\"](http://policyworks.gov/intergov,under\)

[Hart-Teeter Study, http://www.excelgov.org/publication,under
\"Polls\"](http://www.excelgov.org/publication,under\)

Designing Local e-Gov to Meet Citizen Expectations – Gordon S. Jarratt
(gjarr@co.fairfax.va.us)

With almost 1 million residents and a offices for a large number of high technology businesses, Fairfax County is sometimes referred to as the "Silicon Valley of the East." Many constituents are well educated, have above average household incomes, are very busy, and have a high expectation towards government service and responsiveness. Over 80% are connected to the Internet through home, school or work.

The Public Access Technologies Branch (PAT) is one of several that report to Mr. Jarratt. The PAT has embarked upon a three part technology initiative to address the expectations of Fairfax County's constituents through three technology platforms:

- a. The Fairfax County Website
 - The CRIS Kiosk System
 - The Interactive Voice Response System

Through these systems, Fairfax County is able to more effectively meet both citizen and business expectations to have 24 x 7 access to government information, service and transactions. This has helped Fairfax County become more like a government without walls,

doors, or clocks.